

From: Popcord@aol.com@inetgw
To: Microsoft ATR
Date: 1/22/02 2:11am
Subject: Microsoft settlement?

I don't know what the settlement entails, I can only suggest that Microsoft is very unfair with their products.

I purchased a desktop computer with PREinstalled software and when I asked for individual programs that are installed already in case I have to reinstall, I was refused. I have to get help to reinstall ONE program OR use a double restore disk I had to purchase for an additional \$10 that will remove everything I put on the computer since I purchased it and start from scratch. That is NOT fair. I should also be able to install the programs I use IN MY HOUSE on my computer yet I am told that Compaq and others make a deal with Microsoft to NOT give the customer the programs the company PREinstalls, that is not fair. WE the public are not privy to any agreement Compaq and others have with Microsoft and also think it is unfair for a company to act like the program police and be a middleman? Compaq and others come with preinstalled Internet Explorer, what if you want Netscape...and why do I never get a disk to go with Windows or a separate Explorer either? Their whole system reeks of unfair practices. I accidentally removed two programs and have to reinstall them and was told if I redo the system everything will be removed except what came pre installed originally. Why do I have to have PREinstalled software, why can't I have the disks to install my own if or when I want them installed? I didn't make a deal with Microsoft, only with the computer maker to buy their product? If they want to include the disks they should INCLUDE individual disks they PREinstall instead of eliminating them. Dee